



Hurricane Harvey and Irma

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September 18, 2017

Hurricane Harvey

Overview:

Cooperative Wide Event
August 23 – 28, 2017

Preparation:

Control Center
Southern Regions

Impact:

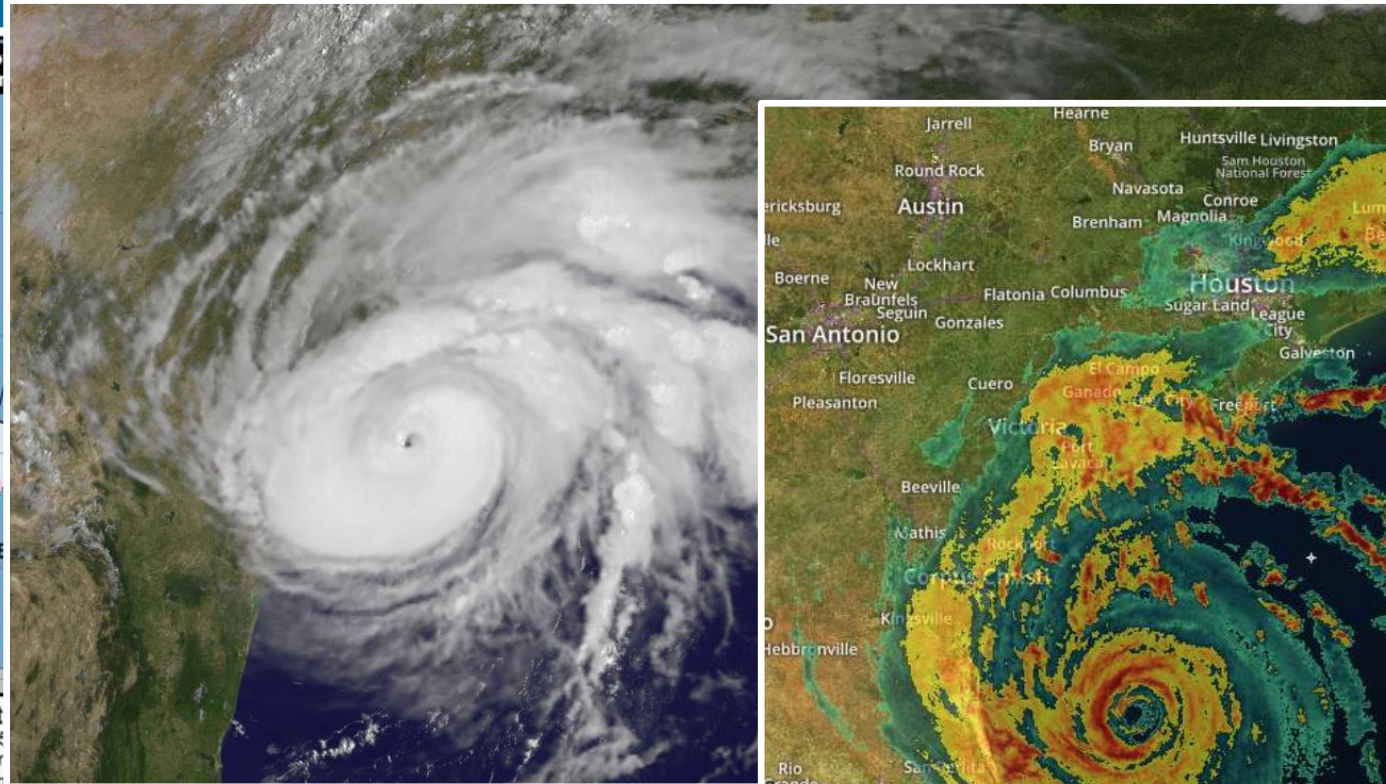
Cooperative Impact
Districts Most Impacted

Response:

Outage Management
Communications
Mutual Aid



Preparation: Control Center



- Weather monitored closely by the Control Center
- District personnel alerted to the potential impact
- PEC and contractor line crews, tree crews, and support personnel placed on stand-by
- Established additional call center coverage through the weekend
- EOP Level E-2 (Major Event) declared

Preparation: Southern Regions



- Southern Regions Fuel Depot Staging - Suncoast
- Southern Regions Storm Supplies Trailer - Techline

Overview: Cooperative Impact

Kyle:

Outages – 186

Member Count – 7,974

Cedar Park:

Outages – 85

Member Count – 1,693

Liberty Hill:

Outages – 37

Member Count – 3,881

Junction:

Outages – 3

Member Count - 246

Canyon Lake:

Outages – 69

Member Count – 3,335

Marble Falls:

Outages – 8

Member Count – 30

Oak Hill:

Outages – 121

Member Count – 2,338

Bertram:

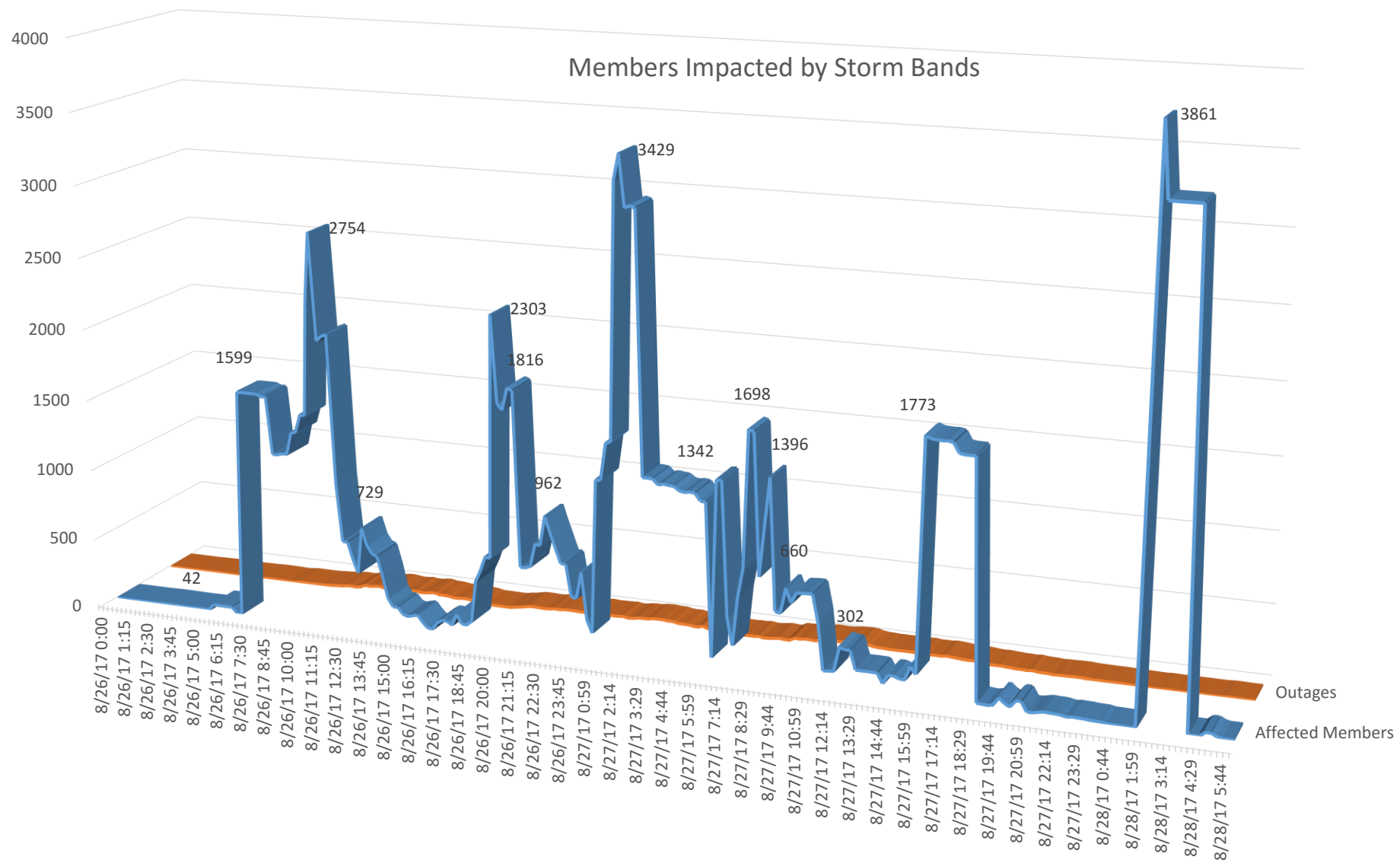
Outages – 3

Member Count - 3

Approximately 20,000 members impacted



Overview: Cooperative Impact



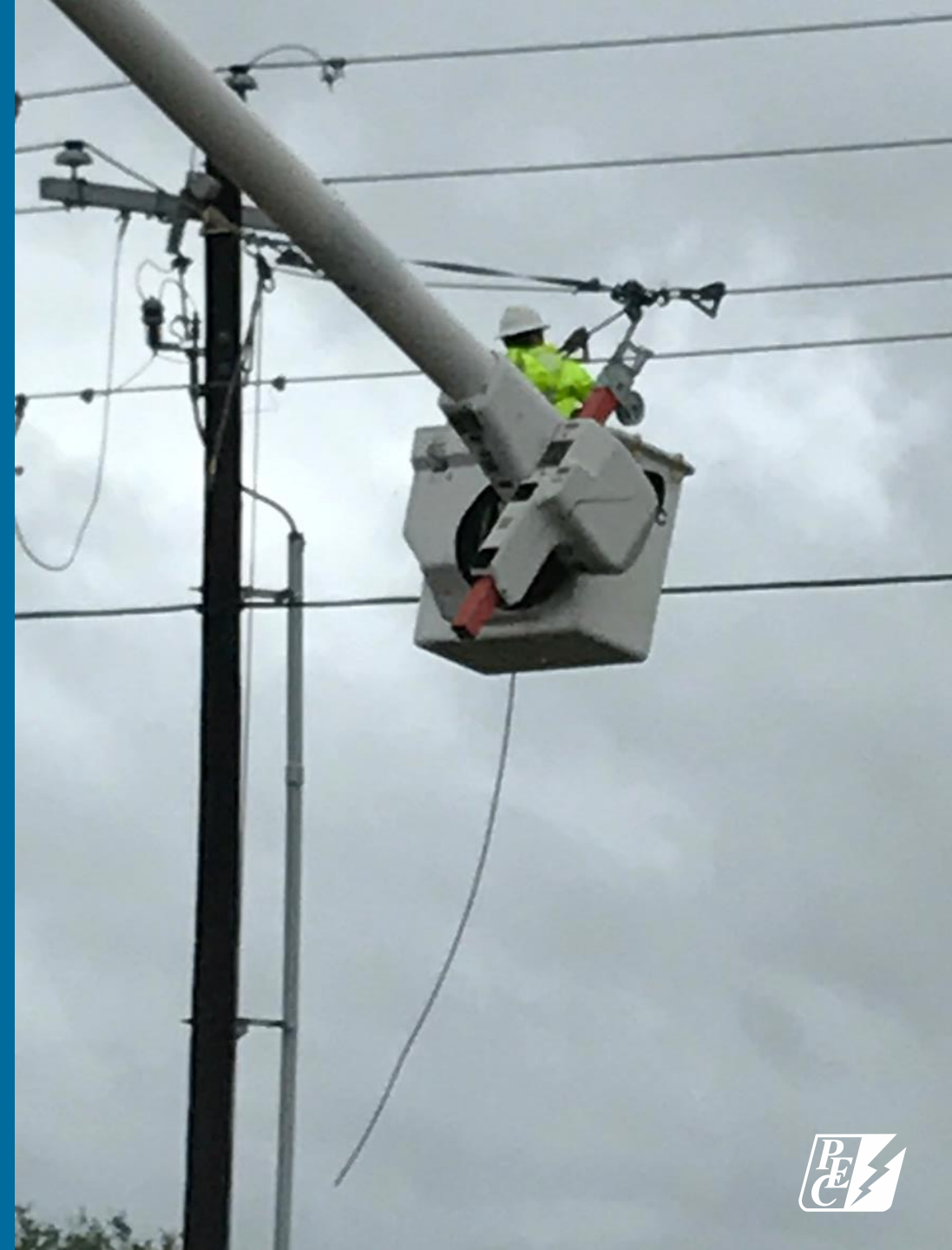
Kyle District



- 186 outages
- 7,974 members impacted with 714,330 minutes of interrupted service
- Tropical storm winds
- 12 inches of rain
- Heaviest impacted district

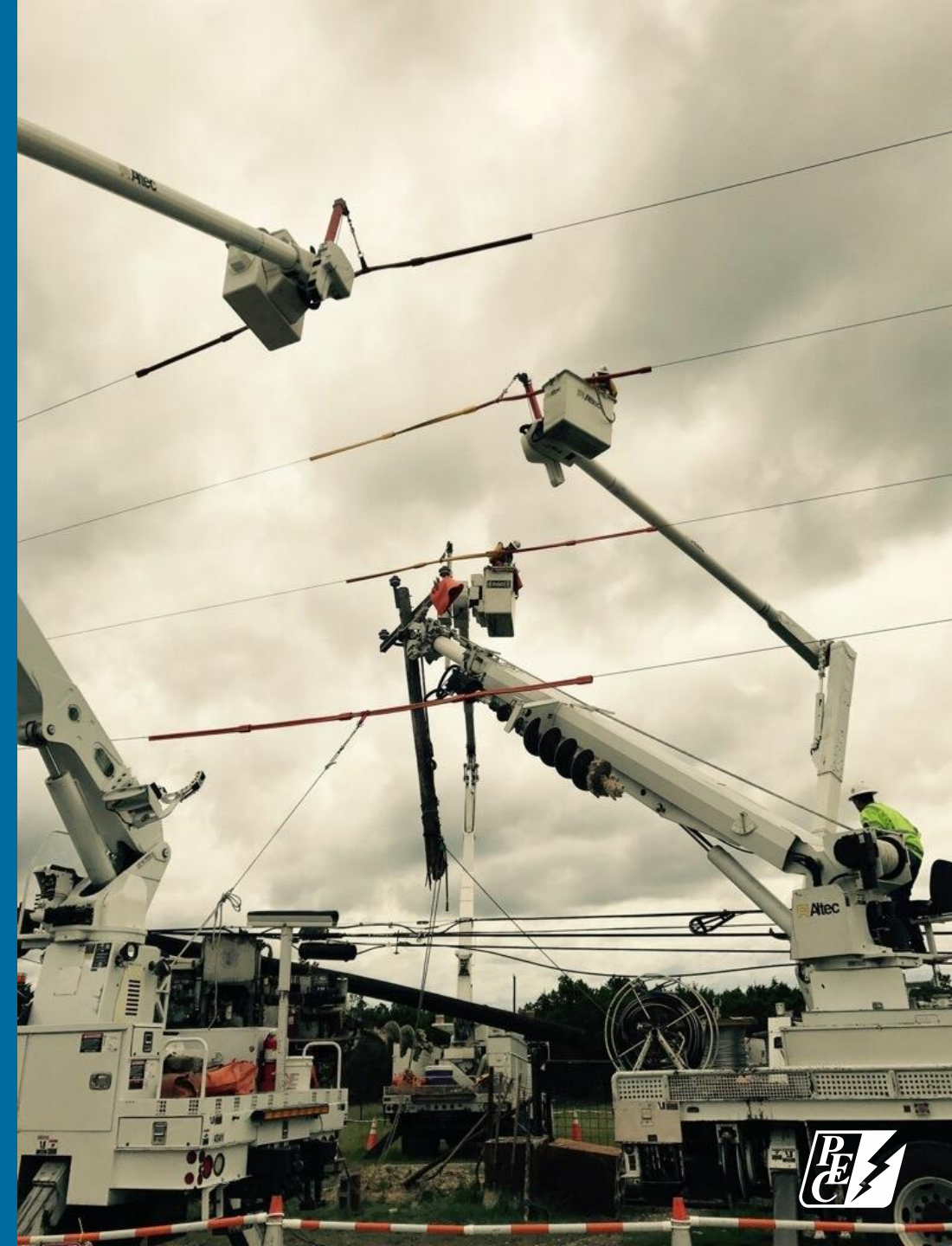
Liberty Hill District

- 37 outages
- 3,881 members impacted with 469,655 minutes of interrupted service
- High winds
- 11 inches of rain
- 3 feeder outages



Canyon Lake District

- 69 outages
- 3,335 members impacted with 183,532 minutes of interrupted service
- High winds
- 7 inches of rain



Oak Hill District

- 121 outages
- 2,338 members impacted with 293,162 minutes of interrupted service
- Tropical storm winds
- 11 inches of rain



Control Center Staffing:

- Dispatchers and operators
 - 24-hour coverage (7:00 – 19:00, 19:00 – 7:00)
- Manager: 7:00 – 19:00
- Shift Lead: 19:00 – 7:00

District Staffing:

- Line Crews, all regions
 - 24-hour coverage (7:00 – 19:00, 19:00 – 7:00)
 - Counts:
 - Low 96
 - High 120
- All other staff
 - 7:00 – 19:00, as needed/requested

District Contacts identified as Crew Liaison for Control Center crew coordination.

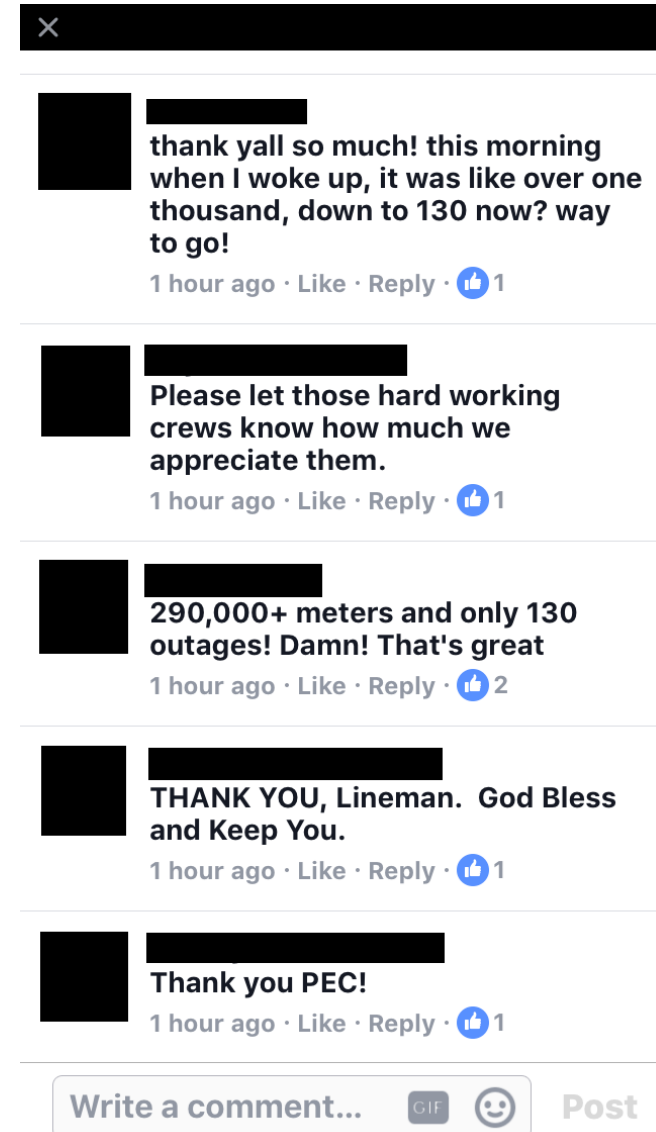
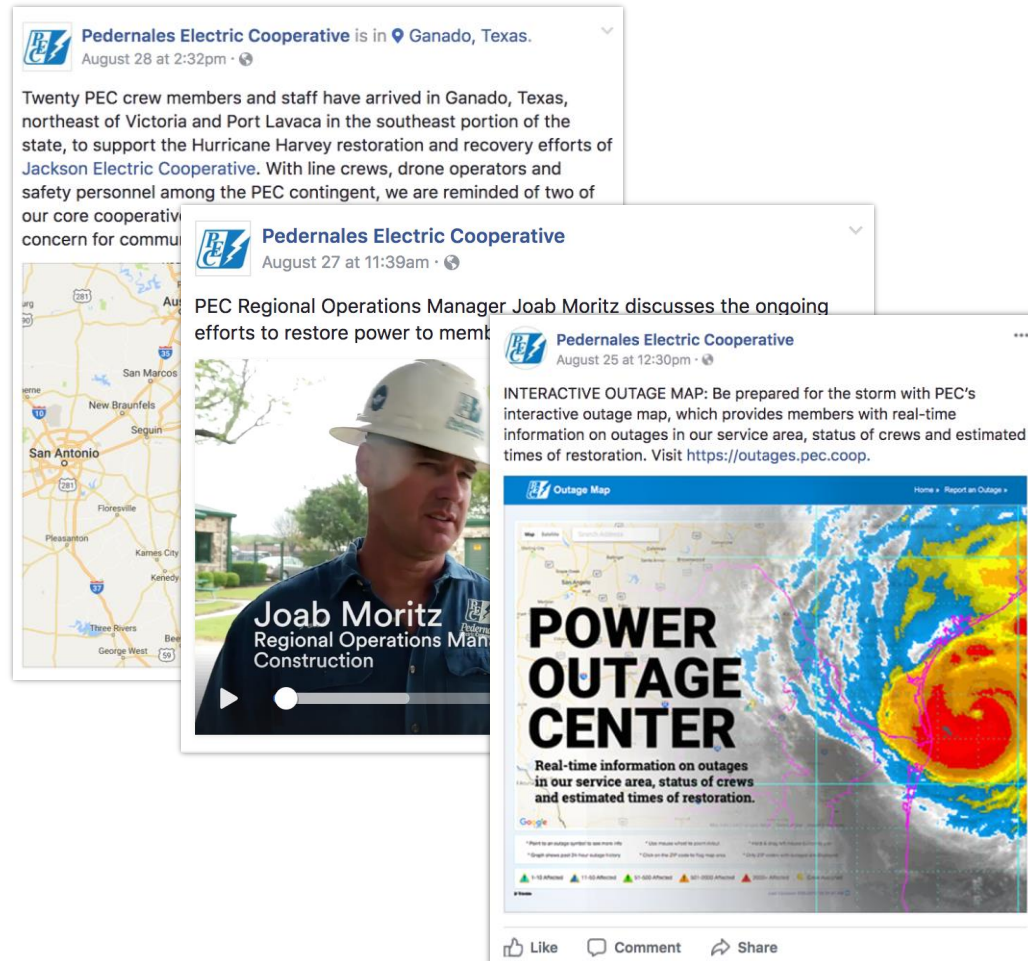
Member Services support for the Control Center, fielding member phone calls throughout the event.

Member Services outbound calls to members severely impacted by outage durations.

Response: Outage Management



Response: Communications



Response: Mutual Aid

Post PEC Territory Stabilization:

The State was notified we were available to provide mutual aid. PEC crews were called upon and dispatched to Jackson Electric Cooperative near Victoria.

Upon Hurricane Irma's Landfall, the Florida ECA reached out to TEC for restoration assistance. (We also received a request for assistance from the Georgia ECA)

PEC crews were again called upon and dispatched to Quincy, Florida to assist Talquin EC. They have moved on to Clay EC near Jacksonville and are assisting their restoration efforts.





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